

TEACHERS' RETIREMENT BOARD
BENEFITS AND SERVICES COMMITTEE

SUBJECT: LEVEL OF SERVICE STANDARDS

ITEM NUMBER: 5

ATTACHMENT(S): 0

ACTION: _____

DATE OF MEETING: February 4, 1999

INFORMATION: X

PRESENTERS(S): Mr. Carter

EXECUTIVE SUMMARY

Background

The Level of Service report provides the Benefits and Services Committee with the necessary information to fulfill its oversight responsibility regarding the administration of the delivery of benefits and services to STRS members. Accordingly, this report covers the degree to which statutory work standards and requirements (i.e., interest payments) are being met, and contains program production objectives, measures and "major initiative" updates. Program specifics are available in the individual reports. Following are the highlights of activity for the month of December 1998.

Highlights

1. Fiscal Year Allowance Roll

STRS paid a total of 158,622 benefit recipients \$256,496,747 in December 1998. The average monthly Allowance Roll for FY 1998/99 is \$255,166,330. Total disbursements for FY 1998/99 are \$1,530,997,981.

2. Processing

- A. Application Volume: The overall volume of incoming applications and notifications received between July through December 1998 is seven percent greater than the July through December volume for the previous year.
- B. Initial Payment Processing: The Service Retirement Program met its goal of processing 100 percent of initial payments within 30 days. The Disability Program met its goal of processing 100 percent of initial payments within 10 days.

- C. Final Roll Processing: Service Retirements completed 97 percent of final payments within 45 days of receipt of all necessary information, nearly achieving the 100 percent goal.
- D. Application Processing: Survivor Benefits processed 97 percent of all applications within 30 days of receipt of all necessary information, surpassing the program's established 95 percent goal. Disability Services processed 99 percent of all eligible applications within 180 days of receipt of the application, nearly achieving their 100 percent goal.

3. Services

During the month of December all three service objectives were met. The PSO service objective to handle 95 percent of all calls within three minutes was achieved, answering 96 percent of all calls within three minutes. Staff answered 91 percent of correspondence within ten days surpassing the 90 percent goal. The service goal to answer 95 percent of all technician assisted calls on first contact was surpassed by three percent, reaching 98 percent. Queue time has been dropped to an average of 43 seconds. The longest anyone waited in queue was eight minutes.

4. Interest Payments

The total interest payment volume from July through December 1998 increased nine percent as compared to July through December 1997. The dollar amount of interest paid decreased 11 percent.

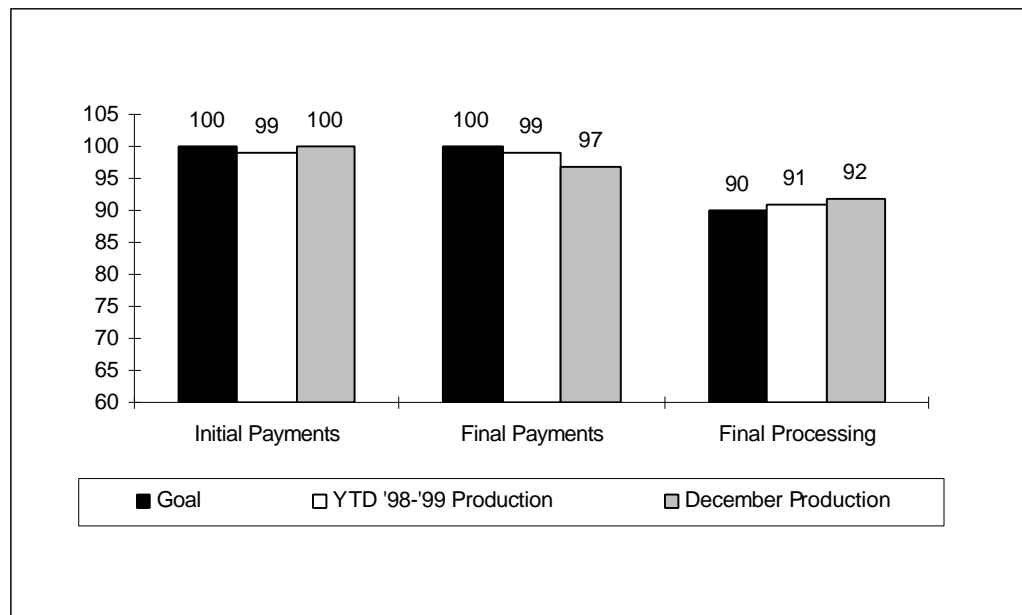
5. Outstanding Survivor Benefit Cases

The Education Code requires a report to the Board on outstanding survivor benefit cases not paid within six months of the notification of death. As of December 1998, there were 102 cases exceeding this threshold. In November 1998, there were 93 cases beyond the six-month processing period, while in October 1998, there were 90 cases exceeding the six-month threshold.

SERVICE RETIREMENTS

I. 1998-99 Production Objectives

- A. **Initial Payments:** Process 100 percent of all service retirement application payments within 30 days of the effective date of retirement or receipt of completed application, whichever is later.
- B. **Final Payments:** Complete 100 percent of all final service retirement payments within 45 days of receipt of all necessary information.
- C. **Finalize Processing:** Finalize 90 percent of all service retirement payments within four months of the retirement effective date.



II. Measures

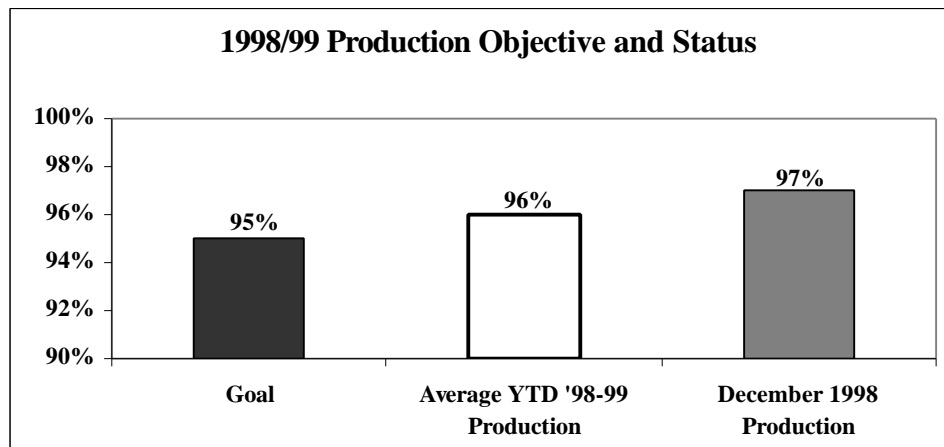
Type	(1) Bench - Mark 90/91	(2) July - December 97/98	(3) July - December 98/99	% of Change $\frac{(3) - (2)}{(2)}$	December 1998
Retirement Applications	8,167	1,965	2,131	8%	216
Applications /Months	681	328	355	8%	-----
Interest Payments (#)	1,070	172	150	-13%	18
Interest Payments (\$\$\$)	\$9,779	\$714	\$356	-50%	\$27
Golden Handshake Districts	529	133	160	20%	17
Golden Handshake Participants	646	120	134	12%	19

III. Major Initiatives**Retirement Incentives**

- A. One-year Final Compensation:** Since 1990, thirty-five school districts, including five Community College districts, have offered the incentive of one-year final compensation to 335 retired members. During the current fiscal year, no new school districts have chosen to participate in this program.

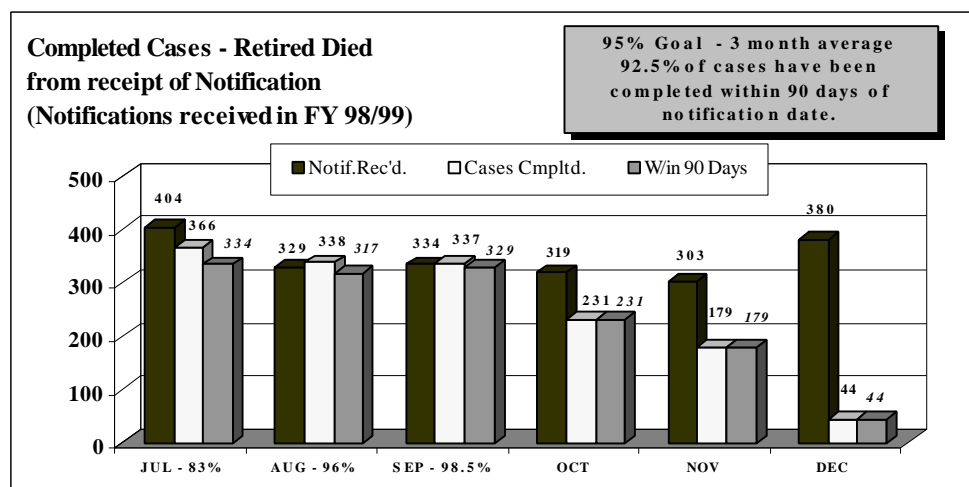
SURVIVOR BENEFITS

- I. **1998-99 Production Objective:** Process 95 percent of all applications within 30 days of receipt of all necessary information.



1998-99 Production Objective: Process 95 percent of all applications for retired members within 90 days of the date of notification.

This chart reflects the notifications received each roll month and the number completed within 90 days of receipt of the death notification.



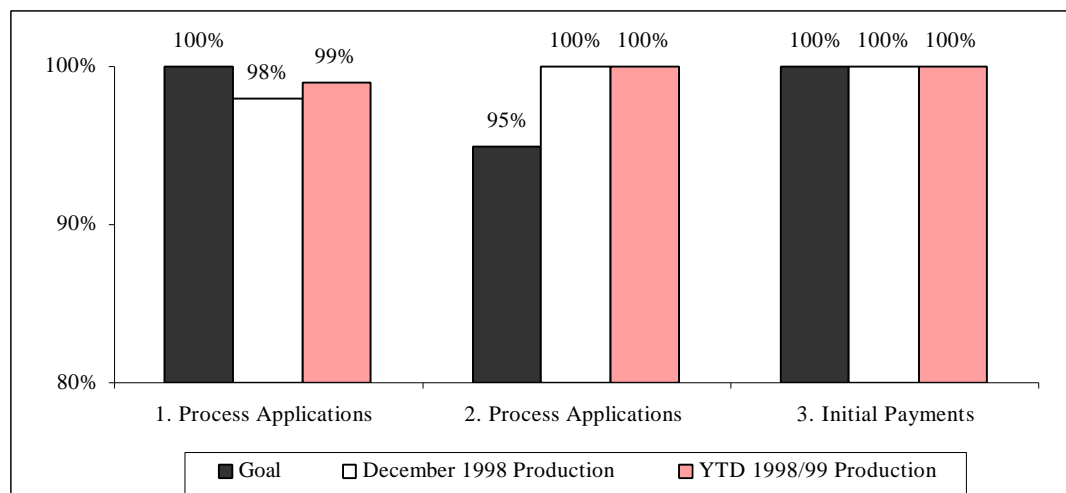
II. Measures

Type	(1) Bench- Mark 90/91	(2) July - December 97/98	(3) July - December 98/99	% of Change (3) - (2) (2)	December 1998
Death Notifications	3,948	2,160	2,313	7%	431
Cases Completed	3,627	2,417	2,576	7%	413
Average Cases Completed Per Month	302	403	429	6%	429
Interest Payments (#)	2,360	96	144	50%	30
Interest Payments (\$)	\$78,252	\$9,664	\$7,912	-18%	\$698

DISABILITY SERVICES

I. 1998-99 Production Objectives

- A. **Disability Application Processing:** Process 100 percent of all disability applications within 180 days of receipt.
- B. **Disability Approval:** Process 95 percent of all approvals with 30 days of receipt of all necessary information.
- C. **Initial Disability Payments:** Process 100 percent of all initial payments within ten working days of receipt of all necessary information.



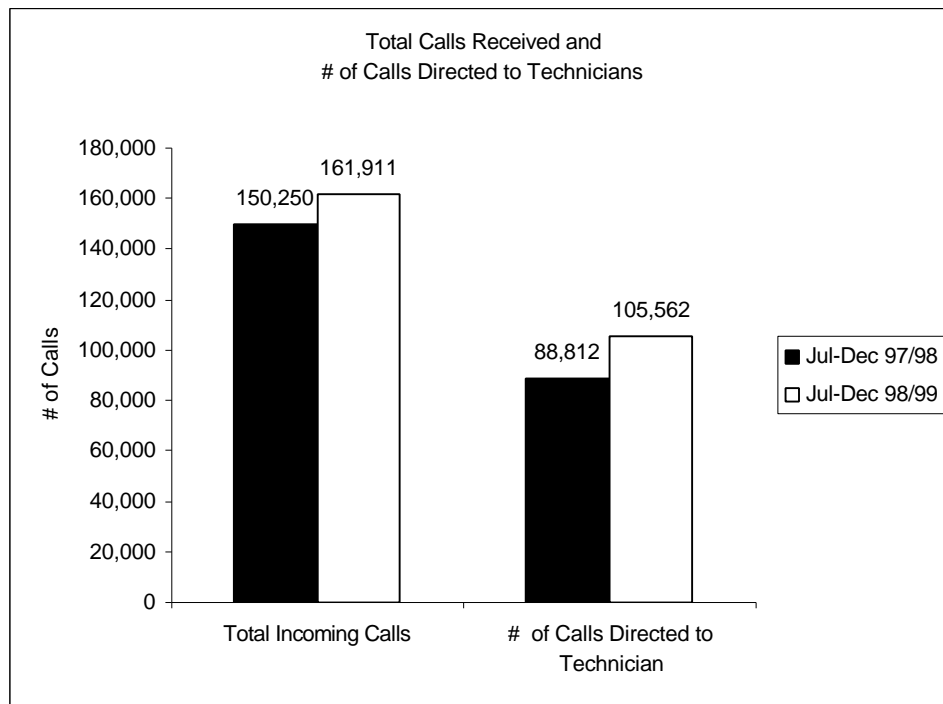
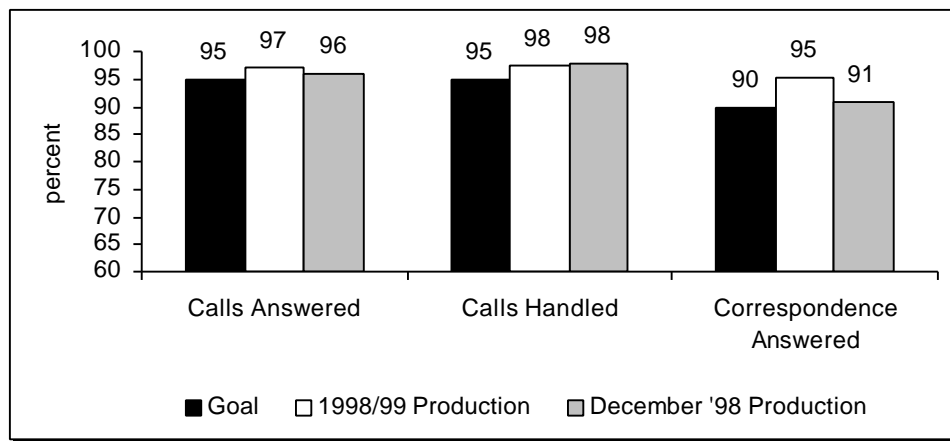
II. Measures

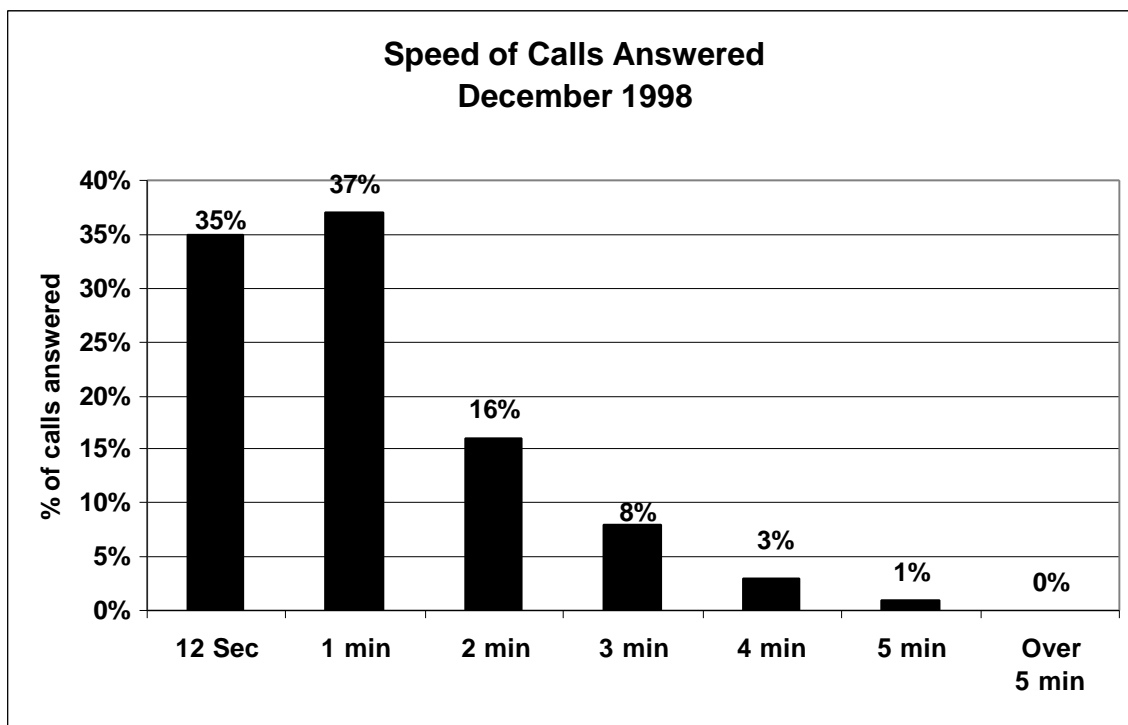
Type	(1) Bench- Mark 1991	(2) July-Dec 97/98	(3) July-Dec 98/99	% of Change (3) - (2) (2)	December 1998
Disability Applications	500	254	252	-1%	28
Disability Apps/Months	41.6	42	42	0%	N/A
Continuing Qualifications Roll Removals	24	21	51	143%	4
Rehabilitation Roll Removals	16	18	27	50%	2
Active Rehabilitation Participants	119	119	N/A	N/A	140
Independent Medical Exams (#)	632	212	103	-51%	14
Independent Medical Exams (\$)	\$443,020	\$119,575	\$80,085	-33%	\$4,213
Independent Vocational Exams (# Active)	N/A	566	735	30%	90
Independent Vocational Exams (\$)	\$405,596	\$249,060	\$251,025	1%	\$38,727
Interest Penalty Payments (#)	6	5	5	NA	2
Interest Penalty Payments (\$)	\$1,405	\$96	\$806	NA	\$623

PUBLIC SERVICE

I. 1998-99 Production Objectives

- A. Answer 95 percent of all calls in less than three minutes.
- B. Handle 95 percent of all calls on the first contact.
- C. Respond to 90 percent of all correspondence in ten working days.





II. Measures

Type	(1) Bench- mark 90/91	(2) Jul-Dec 97/98	(3) Jul-Dec 98/99	% of Change $\frac{(3) - (2)}{(2)}$	December 1998
Total Incoming Calls	195,858	150,250	161,911	7.76%	25,074
Technician Calls	117,913	88,812	105,562	18.86%	18,020
Automated Attendant Calls	31,895	43,538	32,877	-24.49%	4,627
Teletalk Calls	46,050	22,994	16,418	-28.60%	2,427

III. Major Initiatives

Total calls coming into the Public Service Office were up almost eight percent compared to last fiscal year. This difference can be attributed to the increase in calls handled by technicians. Calls handled by the PSO technicians were up by almost 19 percent over the same time period.